Services

Technical and HR expertise right from the start

Business process consulting
We advise you and mutually develop the right solution for your future.
For this purpose,

- we analyse your existing processes and software,
- plan and define the warehouse processes according to the degree of automation for the use of a WMS/MFS
- observe your warehouse logistics in total and consequently develop the ideal solution for you

Training
As part of the introduction phase, we prepare your staff for the new work environment and train them selectively, depending on their future tasks during run-up .
We offer you

- a vast range with training contents that match special user groups
- the execution of trainings in our subsidiaries worldwide as well as directly on your premises
- the training content in various languages

Start-up & Productive assistance
With your collaboration, our experienced staff realise the start-up. We help your employees settle into the new environment and assist them so that they can get used to the new processes. This is where we attach great importance to

- the employment of SSI SCHAEFER staff, who understand the language and culture of our customers
- the assignment of experienced employees, who act as a central point of contact
- the transfer of our knowledge to your employees during the productive assistance

Service & Support
Due to the permanent availability and rapid response times, our well-trained and skilled staff will support you along the entire run-time of your system in order to be able to offer you a long term and high quality service. This is ensured by

- a qualified service organisation 7 days a week, 24 hours a day
- the assignment of local service teams
- the employment of experienced support technicians